



# Illinois Commerce Commission

## Supplier Diversity Report Form for Suppliers of Energy

Section 5-117 of the Public Utilities Act states that the Illinois Commerce Commission “shall require all gas, electric, and water companies with at least 100,000 customers under its authority, as well as suppliers of wind energy, solar energy, hydroelectricity, nuclear energy, and any other supplier of energy within this State, to submit an annual report by April 15, 2015 and every April 15 thereafter, in a searchable Adobe PDF format, on all procurement goals and actual spending for female-owned, minority-owned, veteran-owned, and small business enterprises in the previous calendar year.”

Pursuant to Section 5-117, please complete the following form and submit it to the Illinois Commerce Commission in PDF format. This form can also be found at the ICC’s website [www.icc.illinois.gov/odca](http://www.icc.illinois.gov/odca).

1. Name of Entity: Citizens Telecommunications Company of Illinois and Frontier North, Inc. collectively referred to as “Frontier”.

2. Business Address:

<b>Street</b>	<b>401 Merritt 7</b>
<b>Street 2 (if applicable)</b>	
<b>City</b>	Norwalk
<b>State</b>	CT
<b>Zip</b>	06851

3. Business Address in Illinois (if different):

<b>Street</b>	<b>109 E Market Street</b>
<b>Street 2 (if applicable)</b>	
<b>City</b>	Bloomington
<b>Zip</b>	61701

4. Person Responsible for Preparing this Report, including Title:

<b>First and Last Name</b>	<b>Joe Chicoine</b>
<b>Title</b>	<b>Sr. Manager, Regulatory Affairs</b>
<b>Phone</b>	916-686-3588
<b>Email Address</b>	Joe.chicoine@ftr.com

5. Type of Entity (check as many as apply):

☐ Distribution

☐ Generation:

☐ Nuclear ☐ Hydroelectric ☐ Solar ☐ Wind ☐ Other

☐ Alternative Supplier:

☐ Natural Gas ☐ Electricity

☒ Other - please describe: Telecommunications Provider

6. Please identify the person at your entity who can be contacted by diverse suppliers regarding procurement opportunities:

<b>First and Last Name</b>	<b>Dawn Gilbert</b>
<b>Title</b>	<b>Director, Supplier Diversity</b>
<b>Phone</b>	805-375-5300
<b>Email Address</b>	<a href="mailto:dawn.gilbert@ftr.com">dawn.gilbert@ftr.com</a>

7. In calendar year 2020, did your entity meet the following revenue criteria?

☐ Yes ☒ No

- For an alternative retail, municipal or electrical cooperative electric supplier, sales or delivery of 500,000 or more kwh
- For an alternative gas supplier or natural gas cooperative, sales or delivery of 500,000 or more dekatherms
- For any other commercial energy supplier, sales or delivery of 500,000 or more kwh

8. In calendar year 2020, did your entity track spending with, contracting with, or procurement from women-owned businesses (WBEs), minority-owned businesses (MBEs), veteran-owned businesses (VBEs), businesses owned by persons with disabilities (DBEs) and/or small-business enterprises (SBEs)?

☒ Yes ☐ No

9. If you checked "no," describe any actions your entity plans to take in the coming year to track spending with, contracting with, or procurement from MBEs, WBEs, VBEs, DBEs and/or SBEs.

10. Please present your entity's total calendar year 2019 spending/total value of contracts with/total procurement from MBEs, WBEs, VBEs, DBEs, and/or SBEs:

(a) \$\_\_\_\_76,014,843.00 Percentage of total: 41.78%

(b) Illinois totals (if tracked)  
\$\_\_\_\_\_.00 Percentage of total: \_\_\_\_%

11. If your entity tracks spending by type of business, please complete the table below:

	Entity Totals	
Vendor Classification	Spending	Percentage of Total
MBEs	\$33,470,442.00	18.40%
WBEs	\$39,084,943.00	21.48%
VBEs	\$ 3,358,294.00	1.84%
DBEs		
SBEs	\$ 106,164.00	.05%
	Illinois Totals, if tracked	
Vendor Classification	Spending	Percentage of Total
MBEs		
WBEs		
VBEs		
DBEs		
SBEs		

\*CA Specific under GO156

If you do not have Illinois-specific information, please state why:

- Frontier does not track Illinois specific totals as we do not meet thresholds to revenue criteria.

12. Please state whether your entity plans to track its 2020 contracting with, or procurement from MBEs, WBEs, VBEs, DBEs and SBES:

☒ Yes ☐ No

13. If you answered “yes” to Question 13, please describe your entity’s tracking plan.

- Frontier tracks 1<sup>st</sup> and 2<sup>nd</sup> tier MWDVLGBTE Spend via quarterly reports

14. Please state whether your entity has goals in 2020 for contracting with, or procurement from MBEs, WBEs, VBEs, DBEs and SBES:

☒ Yes ☐ No

15. If you answered “yes” to Question 15, please describe your entity’s 2020 goals and any plan to increase those procurement goals next year.

- Frontier’s goals are to achieve 50% in MWDVLGBTE spend by 2022. Incremental growth of diversity spend throughout Frontier Supply Chain is effectively approaching a goal of 41.78% for 2020.
- Frontier continues to make supplier diversity a priority with senior leadership and throughout the organization as a component of an overall corporate commitment to diversity and inclusion. In 2020, Frontier focused on diversity by taking a deeper dive into the impact of the world events to our supplier community. This report describes Frontier’s specific procurement practices, internal program activities, and significant partnerships with external organizations that are driving Frontier’s continued improvement in achieving 2020 goals.

- Frontier's total 2020 spend with minority business enterprises ("MBE") and women business enterprises ("WBE") continues to exceed our internal goals.
- Frontier has developed targeted initiatives designed to increase procurement opportunities for disabled veteran business enterprises ("DVBE") and lesbian, gay, bisexual and transgender ("LGBT") business enterprises with collaborations targeted at developing relationship for future initiatives. Gratefully, it's been a year of collaborations as we look forward for the evolution of the next generation of Supplier Diversity practices and initiatives.
- The 360 pivoting of our supply chain due to Covid-19, Frontier focused on the goal of achieving 41.78% spend, which is above last year and well over the commissions aspirational goal of 20 percent. We are on a continuing trend of exceeding the goals, to achieve diversity spend reflective of the communities we serve and maintaining our commitment under the acquisition agreement.
- Frontier actively works to support procurement opportunities for WMDVLGBTBs to increase their capacity and grow our supplier diversity program. As we continue to be impacted by changes in structure, ownership and certification of WMDVLGBT, we have been able to pivot our supply chain in such a way to cultivate growth. As we know, supplier diversity is a journey not a destination.
- At Frontier, we realize that supplier diversity requires a focused commitment for continued improvement and Frontier is committed to providing access, growth and development opportunities for WMDVLGBT's.
- Annually, Frontier forecasts opportunities for WMDVLGBT's but many times those evolve and change direction throughout the year based on the needs of the business. At Frontier we strive to reflect the community we serve through our supplier outreach and throughout our supply chain.

16. Please identify any areas of procurement or contracting in which your entity will actively seek greater or additional participation by MBEs, WBEs, VBEs, DBEs and SBEs.

- Outside Plant services, Facilities, Installation services

17. Please describe any plan your entity has to encourage MBEs, WBEs, VBEs, DBEs and SBEs to submit bids or proposals in those areas.

- Continue to collaborate with minority and non-minority advocacy organizations and prime contractors to support doing business with and encourage economic development of MWDVLGBTBEs  
Establishing an un- going capacity building program in collaboration with UCSD.
- Hosted Sessions for Suppliers with Primes in collaborations with joint utility members.
- Regularly monitor, review and analyze reports to track progress to ensure diversity initiatives are being executed.
- Encourage Frontier's prime suppliers to diversify their base of MWDVLGBTBE suppliers and subcontractors, and develop relationships that would be mutually beneficial
- Collaborated with Veterans in Business organization and Veteran owned business adding multiple firms to the Frontier supply chain.

18. What, if any, impediments to obtaining bids or proposals from qualified MBEs, WBEs, VBEs, DBEs or SBEs has your entity identified?"

- None

19. Please identify any steps that the Illinois Commerce Commission can undertake to assist you in identifying qualified MBEs, WBEs, VBEs, DBEs or SBEs.

- Recommend qualified MWDVLGBTBE Suppliers to Frontier's Supplier Diversity at [supplierdiversity@ftr.com](mailto:supplierdiversity@ftr.com)
- Publication of Frontier Supplier events on Small Business and Diverse Supplier portals.

20. Please identify any certifications of MBE, WBE, VBE, DBE or SBE status that your entity recognizes.

- MBE
- WBE
- VBE
- DBE
- SBE

21. Please identify any best practices your entity uses to encourage qualified MBEs, WBEs, VBEs, DBEs or SBEs to submit bids or proposals.

- Industry Knowledge
- Category Experience
- Responsiveness
- Complete RFP Responses
- Working within Capabilities
- Transparency
- Supplier Collaborations
- RFP analysis